

# **Information Technology Expansion Quarterly Report – Quarter 1**

(FY2022 Appropriation Act - Public Act 87 of 2021)

**February 1, 2022**

***Sec. 1901. (1) The department shall provide a report on a quarterly basis to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office on all of the following information:***

***(a) The process used to define requests for proposals for each expansion of information technology projects, including timelines, project milestones, and intended outcomes.***

***(b) If the department decides not to contract the services out to design and implement each element of the information technology expansion, the department's own project plan that includes, at a minimum, the requirements in subdivision (a).***

***(c) A recommended project management plan with milestones and time frames.***

***(d) The proposed benefits from implementing the information technology expansion, including customer service improvement, form reductions, potential time savings, caseload reduction, and return on investment.***

***(e) Details on the implementation of the integrated service delivery project, and the progress toward meeting the outcomes and performance measures listed in section 1904(2) of this part.***

***(f) A list of projects approved in the previous quarter and the purpose for approving each project including any federal, state, court, or legislative requirement for each project.***

***(2) Once an award for an expansion of information technology is made, the department shall report to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office a projected cost of the expansion broken down by use and type of expense.***



## Information Technology Expansion Quarterly Report – Quarter 1

### Section 1901 (1) of Public Act 87 of 2021

Sec. 1901. (1) The department shall provide a report on a quarterly basis to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office on all the following information:

(a) The process used to define requests for proposals for each expansion of information technology project, including timelines, project milestones, and intended outcomes.

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Michigan Department of Health and Human Services (MDHHS) implemented IT Executive Governance at the beginning of Calendar Year (CY) 2020. This process is used to define requests for proposals for each expansion of information technology projects, including timelines, project milestones, and intended outcomes.

The MDHHS IT governance structure includes two levels:

1. The *strategic* level is the **IT Executive Governance Team**. This team sets the IT vision and strategy for MDHHS. They are accountable for the department's IT investment portfolio.
2. The *tactical* level is governed by **IT Oversight Teams**. These teams will guide IT direction and alignment with the department's strategy, investment plan and IT roadmap. These teams are responsible for ensuring the successful outcome of their respective IT initiatives.

#### IT Executive Governance Team

The MDHHS IT Executive Governance Team consists of the following sitting members:

Title	Sitting Member
Director	Elizabeth Hertel
Chief Deputy Director for Administration	David Knezek
Financial Operations Deputy Director	Farah Hanley
Strategic Integration Administration Senior Deputy Director	Sudhakar Ramaswamy
Department of Technology, Management and Budget (DTMB) General Manager	Nathan Buckwalter

The IT Executive Governance Team is accountable for the department's IT investment portfolio and sets the IT vision for MDHHS.

The IT Executive Governance Team serves as the Agency IT Investment Management Governing Board in compliance with DTMB policy 1352.00 Investment Management Methodology.

Monthly, the IT Executive Governance Team reviews the status of all current projects and financial performance.

Project proposals or ideas that meet either of the following criteria are reviewed and approved by the IT Executive Governance Team:

- a. Requires financial approval (net new costs will be incurred).
- b. New development

Project proposals and ideas that meet these criteria are presented to the IT Executive Governance Team by the respective Business Delivery Liaison and Business Relationship Manager (business owners may attend as needed). The IT Executive Governance Team may ask questions, address concerns, and make decisions on project approval and prioritization.

Funding identified through an Advanced Planning Document (APD) or other source does not guarantee project approval.

Meetings are facilitated by the Strategic Integration Administration (SIA) state assistant administrator.

### **IT Oversight Teams**

MDHHS program/administration area has an IT Oversight Team that guides the IT direction for their area in alignment with the strategy defined by the IT Executive Governance Team.

Each IT Oversight Team consists of the following members:

- Business Owner
- Deputy Director for business area
- Business Delivery Liaison (BDL)
- Business Relationship Manager (BRM)
- Security Manager / representative
- Bureau Director IT Financial Services / representative

IT Oversight Teams meet bi-weekly or monthly facilitated by the respective DTMB/Enterprise Portfolio Management Office (EPMO) Program Manager.

The IT Oversight Team:

- Reviews and approves IT project proposals or ideas for their business area. Decisions that require the IT Executive Governance Team's approval will be forwarded to the IT Executive Governance Team.
- Prioritizes project and operations activities to align with business needs.
- Reviews project variances from budget, scope, and schedule. Change requests that meet governance criteria are forwarded to the IT Executive Governance Team for approval.

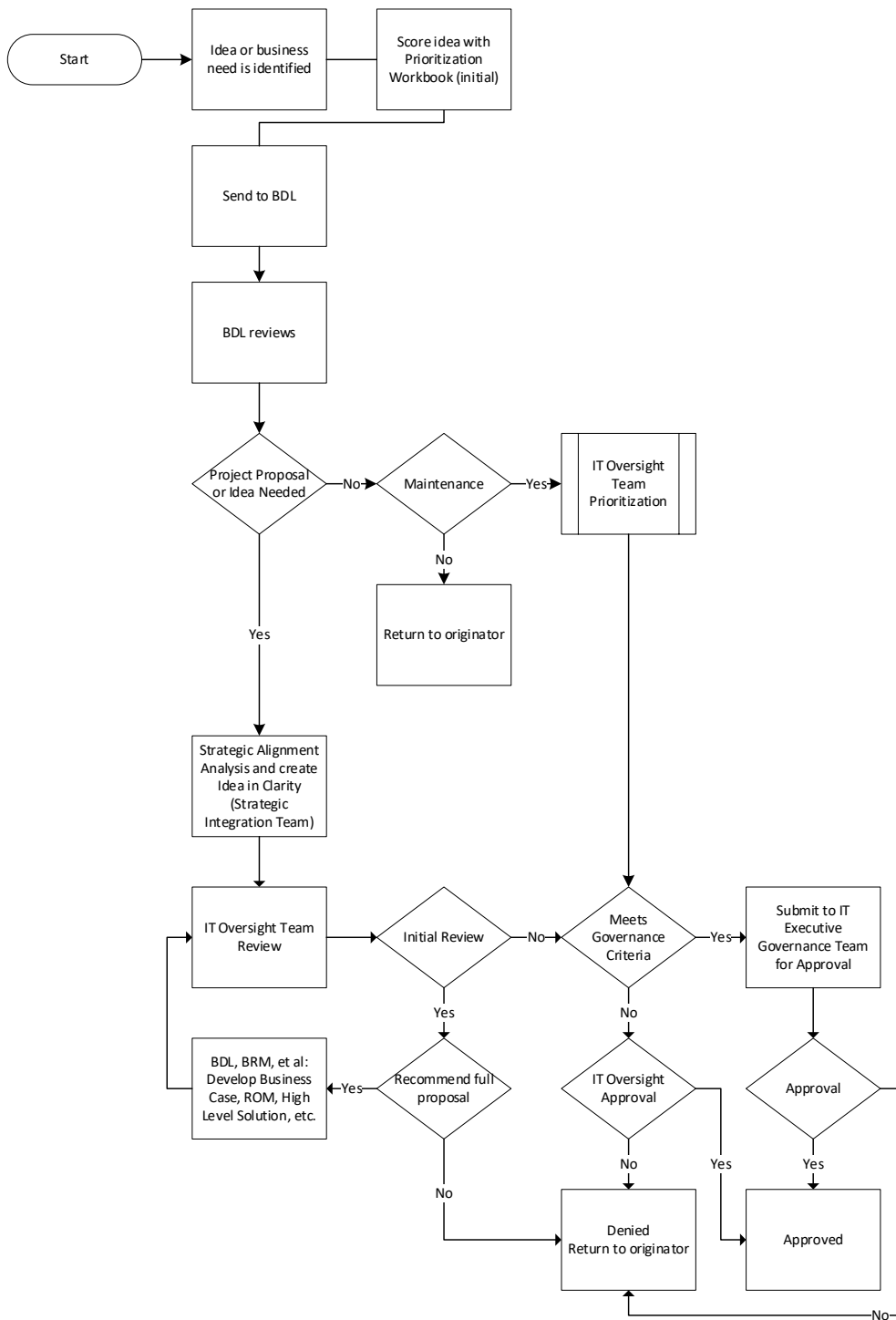
- Reviews overall program IT financial performance.
- Clears roadblocks escalated by project teams.
- Escalates issues to the IT Executive Governance Team, as needed.

Business owners collaborate with their BDL to submit new project proposals to this governance team. See below for the Work Intake Process.

### **Work Intake Process Steps**

1. New idea or business need is identified.
  - a. An idea or business need can be generated by anyone (MDHHS or DTMB).
2. Business representative or owner, depending on how the business area has setup their own structure, communicates the idea to their BDL.
  - a. This includes creating an initial strategic alignment score of the idea or project proposal using the Prioritization Workbook.
3. The BDL works with the business area to do the initial review and determines if the idea should proceed as a project proposal or not.
  - a. If the idea is not a project proposal and is a maintenance item, then it goes to the IT Oversight Team for prioritization/approval. The item is sent to the IT Executive Governance Team for approval if it meets governance criteria.
4. The BDL sends the idea to the Strategic Integration Team for entry into Clarity as an Idea.
5. The Strategic Integration Team conducts a strategic analysis on the Idea:
  - a. Review the request against the MDHHS 5 Year IT Roadmap and indicate its alignment.
  - b. Review the request against the MDHHS Integration guide and indicate its alignment.
  - c. Initial evaluation of the possible need for Lean Process Improvement.
  - d. Initial evaluation of the possible need for Business Readiness.
6. This analysis is then sent to the appropriate IT Oversight Team for review.
7. If this is the first review of the Idea, this team recommends that a full analysis needs to be conducted. This analysis includes the BDL, BRM and others as needed to develop the Rough Order of Magnitude, high level solution documentation, etc.
8. Once this work is done, it is sent back to the IT Oversight Team for review.
9. If the governance criteria are met, the Idea is sent to the IT Executive Governance Team for approval.
10. If the governance criteria are not met, then the IT Oversight Team will approve / reject the proposal.

## Process Map



(b) If the department decides not to contract the services out to design and implement each element of the information technology expansion, the department shall submit its own project plan that includes, at a minimum, the requirements in subdivision (a).

(c) A recommended project management plan with milestones and time frames.

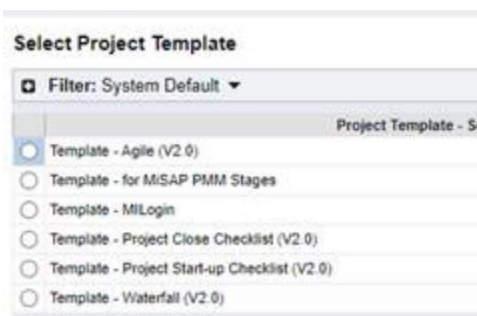
Michigan DTMB provides project management for internally managed MDHHS IT Projects.

Each project has a project management plan that describes how the project will be managed. This plan generally includes:

1. Introduction
2. Project Governance Framework
3. Project Governance Reporting Cycle
4. Status Reporting
5. Project Schedule Management
6. Communication Management
7. Issue, Risk, And Change Control Management
8. Roles and Responsibilities
9. Budget and Financial Tracking
10. Project Document Collaboration
11. Time Management
12. Collecting Project Time
13. Performance Management Plan

The EPMO utilizes the project and portfolio management tool, Clarity, to capture project milestones and timeframes. Templates are built into the tool for each of the various project management methodologies and project managers expand upon those templates to capture project specific detail. The official SUITE (State Unified Information Technology Environment) Project Management Plan document is used for all projects. This document includes high level milestone and timeline data for the project. Below are examples of how projects are managed within the Clarity tool:

List of templates within the Clarity tool:



An example of an Agile Template within the Clarity tool:

Filter: None														
WBS Sort	Key Task	Milestone	Task	Guidelines	Status	Start	Finish	Duration	Actuals	ETC	Total Effort	Open for Time Entry	% Complete	Reference
1		READINESS - Agile			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
2		PMM-0105: Readiness Checklist, as needed			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
3		Initiation & Planning			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
4		INITIATION			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
5		Project Start-Up Checklist			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
6		Enter NON-LABOR ACTUAL Tasks in WBS CLOSE STAGE			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
7		PPM-0101: Project Charter			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
8		Kick-off Meeting			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
9		PLANNING (Sprint 0)			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
10		Tailoring			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
11		PMM-0102: Project Management Plan (PMP), Initial			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
12		SEM-0301: Maintenance Plan, Deliver before Release			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
13		SEM-0302: Software Configuration Management Plan			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
14		SEM-0600: Test Strategy			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
15		SEM-0187: Structured Walkthrough - Initiation and Planning			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
16		SEM-0189: Stage Exit - Initiation and Planning			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
17		EXECUTE			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
18		Sprint 0 continued			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
19		Discovery (SEM-0401: Requirements Traceability and SEM-0402: Requirements or equivalent)			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
20		SEM-0401: Requirements Traceability, Deliver before Release			Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	

An example of an active project within the Clarity tool:

WBS Sort	Key Task	Milestone	Task	Guidelines	Status	Start	Finish	Duration	Actuals	ETC	Total Effort	Open for Time Entry	% Complete	Reference	Baseline Start	Baseline Finish	Baseline Usage	Baseline Variance
35			Project Management & Support - Project Work		Started	9/16/19	7/29/21	465	470.50	11.50	482.00	✓	4%		9/16/19	7/29/21	452.00	(30.00)
36			Project Management & Support - Forms		Started	10/22/19	7/29/21	439	14.00	20.00	42.00	✓	0%		10/22/19	7/29/21	82.00	40.00
37			Project Management & Support - Meetings		Started	11/12/19	7/29/21	425	59.50	32.50	92.00	✓	0%		11/12/19	7/29/21	82.00	(10.00)
38			Deleted Tasks		Not Started	4/9/18	12/30/21	931	833.00	873.50	1,506.50	✓	0%		4/9/18	12/30/21	1,396.50	(110.00)
39			Prior Period Converted Actuals		Completed	4/9/18	5/1/19	267	639.50	0.00	639.50	✓	100%		4/9/18	5/1/19	639.50	0.00
40			Solutions Architect Support for BDR project		Started	9/19/19	9/30/21	506	3.00	110.00	113.00	✓	10%		9/19/19	10/31/19	3.00	(110.00)
41			Business Analyst support for BDR project		Started	9/5/19	12/30/21	577	189.00	563.50	752.50	✓	20%		9/5/19	12/30/21	752.50	0.00
42			SSP Development for BDR Application		Started	9/19/19	9/18/19	1	1.50	0.00	1.50	✓	10%		9/19/19	9/18/19	1.50	0.00
51			Business Analyst Support		Started	1/19/21	1/21/21	3	4.00	0.00	4.00	✓	0%		7/6/20	6/30/21	0.00	(4.00)
52			SSP Support		Started	1/30/20	1/25/21	245	10.00	440.00	450.00	✓	0%		1/30/20	9/30/20	450.00	0.00
53			Program Manager Support		Started	3/2/20	7/30/21	355	18.00	128.00	146.00	✓	0%		3/2/20	7/30/21	146.00	0.00
54			Change Request 830 Approval		Completed	10/1/19	11/8/19	29	0.00	0.00	0.00	✓	100%		10/1/19	11/8/19	0.00	0.00
62			Phase 1		Started	4/6/20	10/23/20	142	0.00	0.00	0.00	✓	75%		4/6/20	10/23/20	0.00	0.00
63			Phase 2		Started	9/31/20	9/24/21	266	0.00	0.00	0.00	✓	10%		8/31/20	9/24/21	0.00	0.00
64			Phase 1 and 2 Go-Live		Not Started	11/1/21	11/1/21	1	0.00	0.00	0.00	✓	0%		11/1/21	11/1/21	0.00	0.00
65			Change Request to initiate Phase 3		Not Started	9/1/21	9/30/21	21	0.00	0.00	0.00	✓	0%		9/1/21	9/30/21	0.00	0.00
66			System Security Plan		Started	10/7/19	12/31/20	305	0.00	0.00	0.00	✓	0%		10/7/19	12/31/20	0.00	0.00
67			DBA Support for BDR Project		Started	1/15/21	9/30/21	180	0.00	0.00	0.00	✓	0%				0.00	0.00

(d) The proposed benefits from implementing the information technology expansion, including customer service improvement, form reductions, potential time savings, caseload reduction, and return on investment.

The proposed benefits from implementing the information technology expansion are included in the approval process for MDHHS IT Executive Governance. Please see 1901(1) a. for a description of the IT Executive Governance Process.

(e) Details on the implementation of the integrated service delivery project, and the progress toward meeting the outcomes and performance measures listed in section 1904(2) of this part.

Fiscal Year 2022 Qtr. 1 – MDHHS accomplished the following Project Tasks:

*There was no development work related to ISD during Fiscal Year 2022 Qtr. 1*

(f) A list of projects approved in the previous quarter and the purpose for approving each project including any federal, state, court, or legislative requirement for each project. The intent for each project can be found in the project proposal linked in the table below.

The project requests were approved for IT during FY2022 Qtr. 1:

Name	Governance Date
<a href="#">MDHHS-MED-Home Help Audit Finding on Payments CR006742.docx</a>	11/30/2021
<a href="#">BHA-EMaint for State Hospital-DEV CR005925.docx</a>	11/17/2021
<a href="#">PHA-STARLIMS Upgrade CR005826.docx</a>	10/20/2021
<a href="#">ENT-Strategic Services PHA Enhancements-DEV Project Proposal.pdf</a>	10/20/2021
<a href="#">BPH - MiDAP Dental CR006821.docx</a>	11/30/2021

The following projects were approved in Quarter 4 of FY21 by the Governance Executive Team.

*\*Please note that the actual project name may differ slightly from what's on the IT Governance site.*

#### MDHHS-MED-Home Help Audit Finding on Payments CR006742

**Objective:** The Medical Services Administration (MSA) with the Department of Health and Human Services (MDHHS) is seeking approval to begin the FY 22 Home Help Payments (Electronic Visit Verification (EVV) Phase 1) project as outlined in the MMIS IAPD, Activity 25

**Timeline:**

**Project Start Date 07/06/2021**

**Project End Date 06/30/2022**

#### BHA-EMaint for State Hospital-DEV CR005925

**Objective:** "The State Hospital Administration wishes to procure and install eMaint Enterprises, LLC (eMaint), a computerized maintenance management software (CMMS), for the purposes of tracking facility maintenance work requests, work orders, providing reports and dashboards, and allow for equipment inventory management within the State Hospitals. The State of Michigan (SOM) has an enterprise Contract #071B4300014 with eMaint that the State Hospitals can leverage. Currently, state hospitals, except for Caro Center, do not have active contracts with eMaint. Caro Center currently has a separate contract with eMaint that we wish to migrate to the current SOM enterprise contract."

**Timeline:**

**Project Start Date 01/28/21**

**Project End Date 12/17/21**

#### PHA-STARLIMS Upgrade CR005826

**Objective:** This project will update the client facing functionality to the most current version, using the newly upgraded IT infrastructure and application framework.

**Timeline:**



**Project Start Date 05/26/20**

**Project End Date 12/31/21**

ENT-Strategic Services PHA Enhancements-DEV Project Proposal

**Objective:** Enhancement team for Public Health Administration (PHA) Strategic Services Application that has set/given capacity to (As directed by the BPH Product Owner) to enhance / modify or improve the value of each application.

**Timeline:**

**Project Start Date 10/01/21**

**Project End Date 09/30/22**

BPH - MiDAP Dental CR006821

**Objective:** This project will shift coverage processing from application-focused to client-focused, integrate HIV dental coverage with the MiDAP online and provide admin users the ability to generate custom form letters and create Client Action Reviews (CARs). This project will also include a necessary application update as a result of the Mi Login 2.0 project to migrate citizen-based applications to the IBM cloud.

**Timeline:**

**Project Start Date 06/03/20**

**Project End Date 11/29/21**